



Docket No. 119645-00102

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor: Michael P. LILLY et al.

GAU: 3623

Serial No: 09/690,566

Examiner: M. Irshadullah

Filed: October 17, 2000

For: SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA. 22313-1450

Sir:

Transmitted herewith is a Preliminary Amendment in the above-identified application.

- ☐ No additional fee is required
- ☐ This application qualifies for small entity status. 37 C.F.R. §1.27.
- ☒ Additional documents filed herewith: Request for Continued Examination; Petition for Extension of Time (3 months)

Claims	Claims Remaining	Highest Number Prev. Paid		Number of Extra Claims	Rate	Fee
Total	31	33	-20	0	\$50	\$0.00
Independent	2	3	-3	0	\$200	\$0.00
<input type="checkbox"/> Multiple Dependent Claims					\$360	\$0.00
TOTAL OF ABOVE CALCULATIONS						\$0.00
<input type="checkbox"/> Reduction by 50% for filing by Small Entity						\$0.00
<input type="checkbox"/> Recordation of Assignment					\$40.00	\$0.00
TOTAL						\$0.00

- ☒ A check in the amount of \$905.00 is attached.

- Please charge any additional Fees for the papers being filed herewith and for which no check is enclosed
- ☒ herewith, or credit any overpayment to deposit Account No. 23-2185. A duplicate copy of this sheet is enclosed.

- If these papers are not considered timely filed by the Patent and Trademark Office, then a petition is hereby
- ☒ made under 37 C.F.R. §1.136, and any additional fees required under 37 C.F.R. §1.136 for any necessary extension of time may be charged to Deposit Account No. 23-2185. A duplicate copy of this sheet is enclosed.

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Date: November 21, 2005